



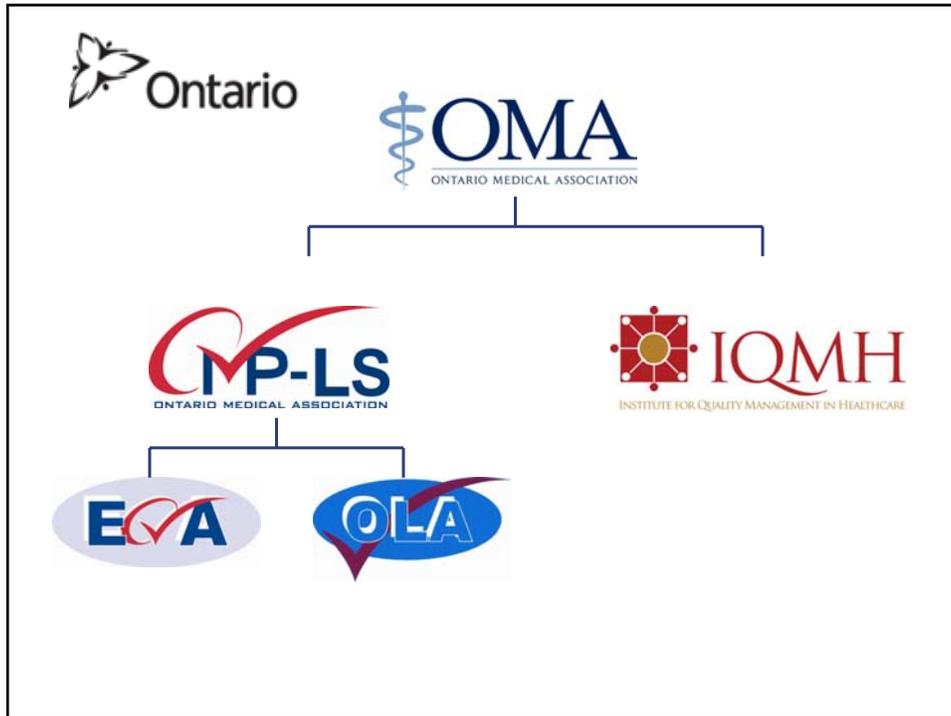
## Unexpected Benefits of ISO 15189

Eight years of ISO 15189 in Ontario: Surprising  
Benefits to Accredited Labs and Their Medical  
Technologists

## Who is OLA?

### **Ontario Laboratory Accreditation**

- Ten years old
- Mandatory pioneer in a voluntary world  
Ontario and Newfoundland
- Based on ISO principles



## What is Accreditation?

A peer-review process by which an authoritative body ensures that laboratories meet explicit quality management criteria, in order to give formal recognition that the laboratory is competent to carry out examinations.



## What is Accreditation?

*Accreditation is a means to an end...*

*with the goal being a smoothly running quality management system*

*...that ensures quality and competence*



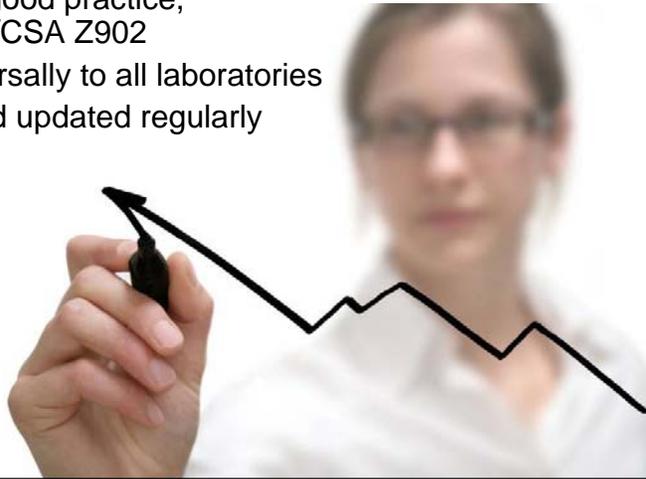
## OLA's Accreditation Standard

- Based on ISO Standards
  - 15189:2007 *Medical laboratories – Particular requirements for quality and competence*
  - 22870:2006 *Point-of-care testing – Requirements for quality and competence*
  - 15190:2003 *Medical laboratories – Requirements for safety*



## OLA's Accreditation Standard

- Augmented by national standards, law and generally accepted principles of good practice, such as CAN/CSA Z902
- Applied universally to all laboratories
- Reviewed and updated regularly



## OLA Values

- **Responsible**
- **Objective**
- **Consistent**
- **Transparent**
- **Open-minded**
- **Respectful**



## Expected Benefits to ISO 15189



- Transformational Change within the Lab
- Improved Patient Safety



# 94%

Agreed that meeting the requirements  
enhanced their service

— Satisfaction Survey 2008

## Top Ten Words

Stressful – 42

Educational – 18

Positive – 15

Fair – 12

Learning – 10

Rewarding – 9

Nerve-wracking – 8

Worthwhile – 8

Helpful – 7

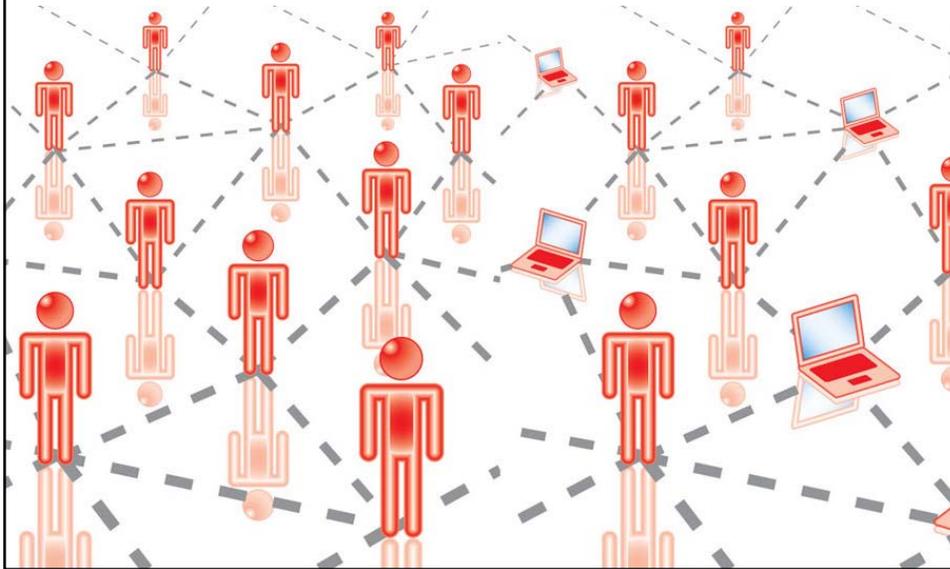
Professional – 7

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**2010 — Emerging Thoughts**

## 25 Testimonials



## Grounded Theory Data Analysis

Four stages of analysis

| Stage      | Purpose   |
|------------|---|
| Codes      | Identifying anchors that allow the key points of data to be gathered              |
| Concepts   | Collections of <b>codes</b> of similar content that allow the data to be grouped  |
| Categories | Broad groups of similar <b>concepts</b> that are used to generate a <b>theory</b> |
| Theory     | A collection of explanations that explain the subject of the research             |







## 5 Themes

- Transformational change within lab
- Patient safety
- New career niche
- Lab as respected advisors in hospital
- Easier access to funding

## Transformational Change

“When the OLA requirements were first delivered to us, they sat on a desk collecting dust. We thought this was just another quality initiative that would just fizzle out and go away.”

“Luckily for our profession the exact opposite happened and everyone in the province embraced the opportunity to make a difference for the patients we serve.”

—Sue Randell, Ross Memorial Hospital

## Patient Safety

“In the past, when colleagues asked me if I’m sure that the results of their lab tests are correct I always used to say ‘yes’, and hope I was correct. Now I still say ‘yes’ but I **know** they are correct.”

— *Dr. Robert Lannigan, London Health Sciences Centre*

## New Career Niche for Laboratory Professionals

“Never in my 22-year career have I been more proud to be a Laboratory Technologist.”

— *Pamela Calverley, Orillia*

Quality Coordinator is working towards ASQ  
Manager of Quality Certification and  
RABQSA to be an ISO 9000 Internal Auditor:  
*Patricia Burton, William Osler Health System*

## **New Career Niche for Laboratory Professionals**

“Pivotal role in creating a new perspective and focus on Quality and Safety in Laboratory Medicine. In addition to raising the bar in quality and service excellence, this program has in essence, created a niche market for Laboratorians wishing to pursue a career in quality management and leadership”

*- Judy Sherman-Jones, Oshawa*

ON

## **Lab as Respected Advisors**

“OLA requirements have been used as the ‘Gold Standard’ for the way things must be done in my hospital.”

*— Dr. Douglas Gornall, Toronto East General Hospital*

“Lab Technologists are now sought after throughout the hospital for our expertise.”

*— Pam Calverley*

## **Lab as Respected Advisors**

“I am often asked to help in creating corporate policies, teaching others about document control and helping to implement a functional quality management system in their areas.

— *Lorraine Hart, Ottawa*

## **Lab as Respected Advisors**

“The occurrence management tool has allowed me to analyze data to a much greater level and I have presented the data at a centralized forum.”

— *Lorraine Hart, Ottawa*

## Easier Access to Resources

“Administrators understand that the standard must be met. It makes it easier for everyone when certain changes must be made, especially when the changes require funding.”

— Doug Gornall, Toronto East General



## 5 Themes

- Lab as respected advisors in hospital
- New career niche
- Transformational change within lab
- Patient safety
- Easier access to funding

## Meet Lorna



## Lorna's Tools

Quality indicator measurements

Process mapping

Education

Error proofing

Internal Audits

Management Reviews

= Presentations with real data



## 3 Emerging Themes

- Lab as respected advisors in hospital
- New career niche
- Easier access to funding

## Keys to Success

↳

# Engagement

# Rigour

Less to do with the standard,  
more to do with how we used it.

## Keys to Your Success

4

**Engagement**  
**Rigour**

Less to do with the standard,  
more to do with how you use it.

**Thank you**



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